



Mover News

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Utilities and Transportation Commission

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Information Contacts

Tariff 15-C

360-664-1224

Training and Rules

360-664-1103

Motor Carrier Safety

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Permits

360-664-1222

Illegal Carriers

360-664-1149

Investigations

360-664-1224

General Information

360-664-1160

www.utc.wa.gov

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UTC Mission

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

September Rule and Tariff Training

Thank you to those who attended our September household goods industry training. The next training is December 2 at the commission in Olympia.

All owners and employees of household goods carriers are welcome to attend! This is a great refresher course, as well as, a requirement for new carriers. To sign up, contact [Suzanne Stillwell](mailto:Suzanne.Stillwell@utc.wa.gov) at 360-664-1103.



Need Forms or Information?

Go to the commission's Web site to get information or copies of documents such as laws, tariffs and rules. Also available online: [Motor Carrier Safety Manual](#); [consumer guide](#); and [bill of lading](#) and [estimate](#) forms.

Reminder:

New State Law = New Requirements

Effective July 26, 2009, you must list your name, business address, telephone and permit number in ALL advertising, including online advertisements such as your Web site or Craigslist. Also, the new law changes the definition of a household goods carrier to include any person who advertises, solicits, offers or enters into an agreement to transport household goods within the state. The commission will now take enforcement action against illegal or non-permitted household goods companies based on advertising.

What's the advantage of having a UTC Household Goods Permit?

Here's a list of advantages you can tell your customers that you as a permitted carrier can provide that those "rogue" or "unpermitted" companies cannot:

- We provide all levels of protection if your goods are lost or damaged, up to and including full value replacement coverage.
- What we say in our advertising is the truth. The Washington Utilities and Transportation Commission requires it.
- Free written estimates of your move based on an actual inventory of your goods.
- We are required to have property damage and liability insurance.
- The UTC inspects our vehicles to ensure that they are safe and reliable.
- We provide you with a brochure "*Your Guide to Moving in Washington State*" that outlines your rights and responsibilities so you are an informed consumer.
- You will have the UTC to assist you if you have a complaint or claim against a moving company.
- The UTC will investigate any household goods company who does not comply with the state laws regarding moving companies.

Lost a Move to an Illegal Carrier? Tell Us!

Commission staff investigated the following non-permitted carriers in June, July and August. For additional information or to report an alleged illegal household goods mover, contact Sheri Hoyt at 360-664-1149.

- Bruce Palm d/b/a Affordable Moving Services, Inc.
- AMS Moving & Storage of Portland
- Dan Colon d/b/a The Mover Remover
- Ralph, Sandra Lynn d/b/a Golden Years Advisors
- Robinson, Gary d/b/a Classic Movers
- Bonnie Sue Riley d/b/a A Able Moving Company

Need Consumer Guides?

Visit www.utc.wa.gov/mover to download a copy of "*Your Guide to Moving in Washington State*." There are three versions to choose from, brochure style, printer friendly and one in Spanish. Remember, the commission provides the prescribed language for the brochure but does not provide copies of the publication. Carriers are responsible for making sufficient copies for their own needs.

Q&A

Q: May I use MapQuest or another online mapping software to calculate miles for long distance (mileage-rated) moves?

A: No. You must use a mileage guide that calculates mileage according to the most current version of the Household Goods Carriers Bureau Mileage Guide, such as Rand McNally's MileMaker. You may also use other software that results in the same mileage calculation as the Bureau Guide. Household goods mileage is calculated differently than point-to-point or zip code to zip code mileages.

Tariff 15-C Tip

The bill of lading must show the "exact address" of the origin of the move, the "exact address" of the destination of the move, and the "exact address" of any additional pickup points or stops made to partially load or unload.

Motor Carrier Safety News

In June, July and August, the commission's Motor Carrier Safety staff conducted 19 HHG Carrier Compliance Reviews and inspected 198 vehicles. Forty-nine of the vehicles had defects and eight were placed out-of-service. Seventeen companies received satisfactory ratings, while one company was rated conditional and one company received an unsatisfactory rating.

New HHG Permits Issued from June to August

- Robert Ocelot Enterprises, LLC
- AMS Moving & Storage of Portland
- Majestic Moving & Packing, Inc.
- Jerzy Chodorowski d/b/a R&J Moving Express

For permit questions, contact the Licensing staff at (360) 664-1222.

Are You on Facebook?

The commission is! Become a fan and stay up to date on commission actions against non-permitted movers. Click on the icon to the right to view the commission page.

